

The process and the measures we take to keep your information safe.



1 Register Yourself

Overview

The first step for registering is to provide some basic information about yourself.

The information you give during registration will be used for Identity Verification. Identity Verification helps keep your data safe and private. It also links to the IDPH I-CARE system to pull your Immunization data. We recommend using the same legal name and current address you gave your healthcare provider.

Having trouble?

Account Already Exists? - Each user account MUST have a unique email address. If you see an error message that an account already exists, it's saying that the email address is already in use. We recommend you click the Log-in button on the homepage and try logging in again. If you cannot remember your password, click "Need Help Signing In?" and from there, click Forgot Password for options to reset your password.

Need to change your Registration information – Currently, the application does not allow the user to edit their registration data. Please refer to the FAQs found here: dph.illinois.gov/vaxverify to contact support and request changes to your Vax Verify profile.



3 Identity Verification

Overview

Once you have completed the Account Activation, you will be prompted to accept the application's Terms of Service and then provide consent for Identify Verification. Due to regulations and the need to keep your immunization data private, the Vax Verify portal uses an Experian Identity Verification process during the initial Account Activation to confirm your identity.

Experian uses the data you provided during Registration and SSN (optional) to establish your identity within Experian. Once Experian initially identifies you, you will need to answer three questions that only you can answer.

Having trouble?

Browser Supported – if you are running into any issues, we ask you to confirm that you have upgraded your browser to the latest version. The browser information is found on the FAQs link here: dph.illinois.gov/vaxverify.

Experian is unable to identify me - While the SSN is optional, for some people, sometimes providing it will improve Experian's ability to identify a person. The Experian Identity Verification process depends on the information provided by the person, but other factors may exist on a person's credit report. For example, a person may have a Fraud Alert on their credit that prevents Experian from confirming that person's identity to Vax Verify.

Session Timeout - You are presented with 3 questions and are required to submit the answers within 5 minutes, or your session will timeout. You will need to log off and log back in to try again.

Experian support – Unfortunately, due to security concerns, we cannot assist with why Experian will not allow a specific person to proceed through the Identity Verification process. Those who are unable to complete the Identity Verification process can still request their immunization information by following the steps at the following link: dph.illinois.gov/vaxverify.



2 Account Activation

Overview

After you complete your registration, you'll receive an email to start the Account Activation (check your spam folder if you do not see the email). During the Account Activation, you will set your password and setup your Forgot Password and Multifactor Authentication (MFA) options.

The Multifactor Authentication (MFA) setup establishes another way to confirm you are logging into the application. The application supports multiple options to verify identification, including SMS (text message), Phone (Voice Call), and other options.

Having trouble?

Did Not receive Activation Email - If you have NOT received your activation email, check your Spam folder, where automated email messages will sometimes be placed. If you are still unable to find the activation email, you can email support at ILogin.support@Illinois.gov.

Forgot Password or Multifactor Authentication (MFA) Setup – Follow the instructions provided with each option. Email ILogin.support@Illinois.gov if you have issues setting up the Forgot Password or Multifactor Authentication during the Account Activation process.



4 View Immunizations

Overview

Vax Verify connects a resident to their Immunization data using a match on your First Name, Last Name, Date of Birth (DOB), and Address provided during Registration as well as what is returned from Experian.

The submission of Immunization data to IDPH is a voluntary process on behalf of healthcare providers. However, COVID vaccinations administered in Illinois should be entered into I-CARE by the provider.

Having trouble?

No Immunization data - Many factors could prevent a resident from being able to access their immunization data. Immunization data is retrieved from the IDPH I-CARE system using the First Name, Last Name, Date of Birth, and Address provided during Registration. You will not be able to access your immunization data via the Vax Verify if the information provided during Registration differs from what has been submitted by your healthcare provider. In this case, you will need to request your record using the [form found on our website](#) and emailing it to dph.icare@illinois.gov.

Some Immunizations are missing – If administered in Illinois, COVID vaccinations should be entered into I-CARE by the provider. However, your records might be incomplete if:

- The provider delayed entering the vaccine information
- There was an issue transmitting the data to IDPH electronically
- The name/address/DOB submitted were different from the first dose to the second dose.

Childhood immunizations are not recorded for most adults in I-CARE since most providers were not mandated to report those immunizations, and I-CARE was not in use before 2007.

Immunization data for Dependents – Currently, you can only self-register and look up your immunization history. We cannot provide access to immunization data for a child/dependent/ someone that you may be a guardian of.